



We work with others to protect the health of the people of Washington State by ensuring safe and reliable drinking water.



**CUSTOMER ASSISTANCE PROGRAM
AND MORATORIUM UPDATES**

Customer Assistance Program and Moratorium Updates

June 28 DWAG Meeting

Corina Hayes

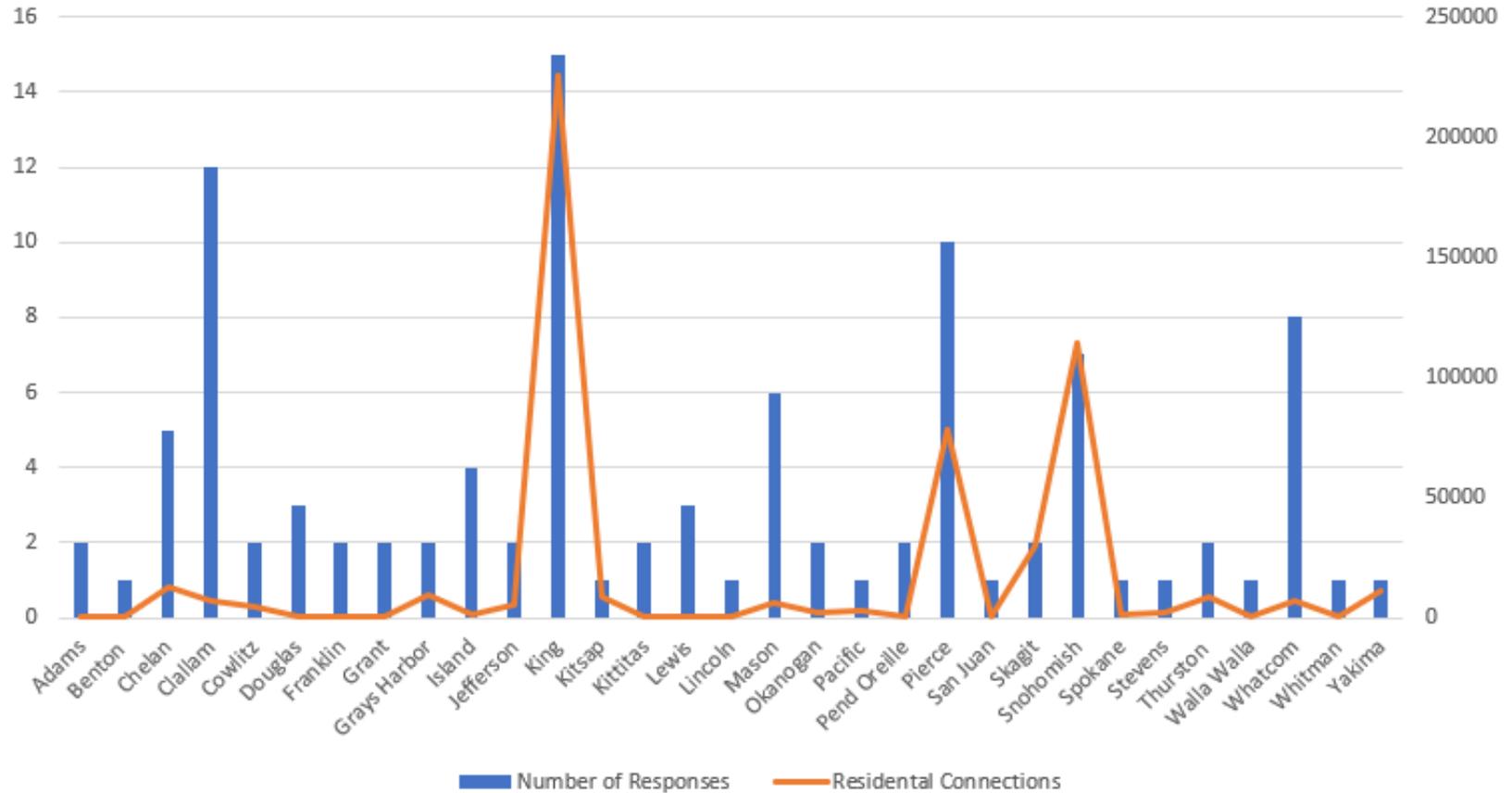
Office of Drinking Water

Water Utility Survey Respondents by Ownership Types



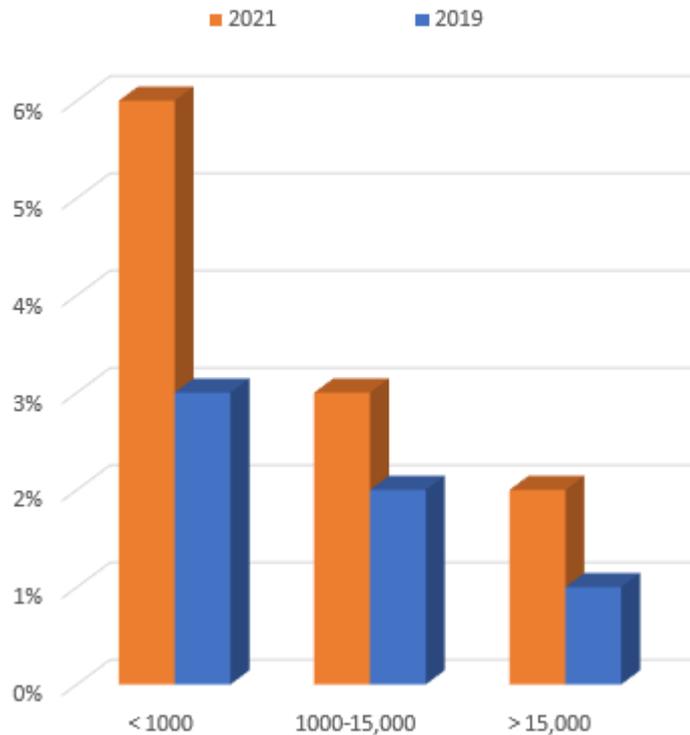
- 241 water systems represented
- 542,000+ residential accounts
- 1.3 million+ residential population

Water Utility Survey Respondents by County and Residential Connections

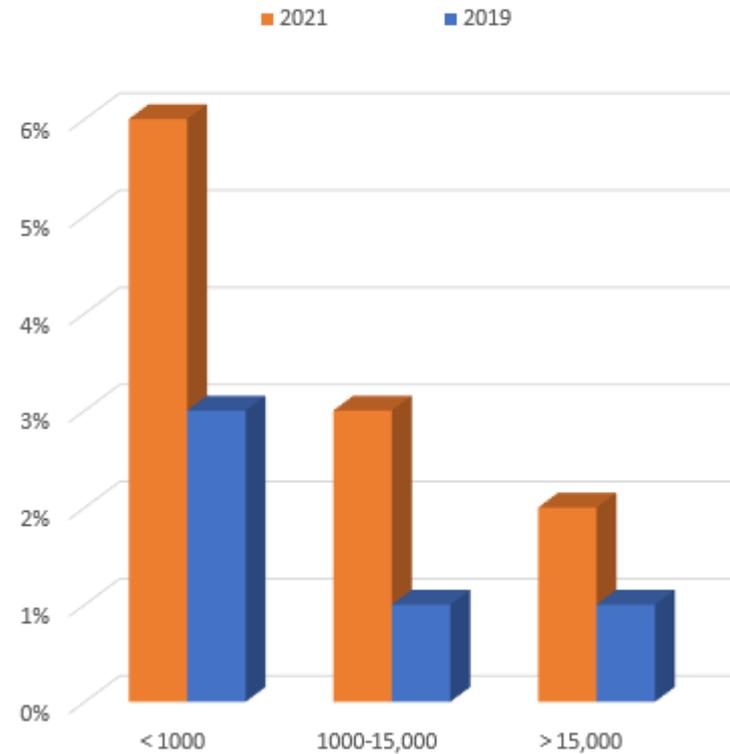


Percentage of Residential Drinking Water Accounts Before and After COVID-19

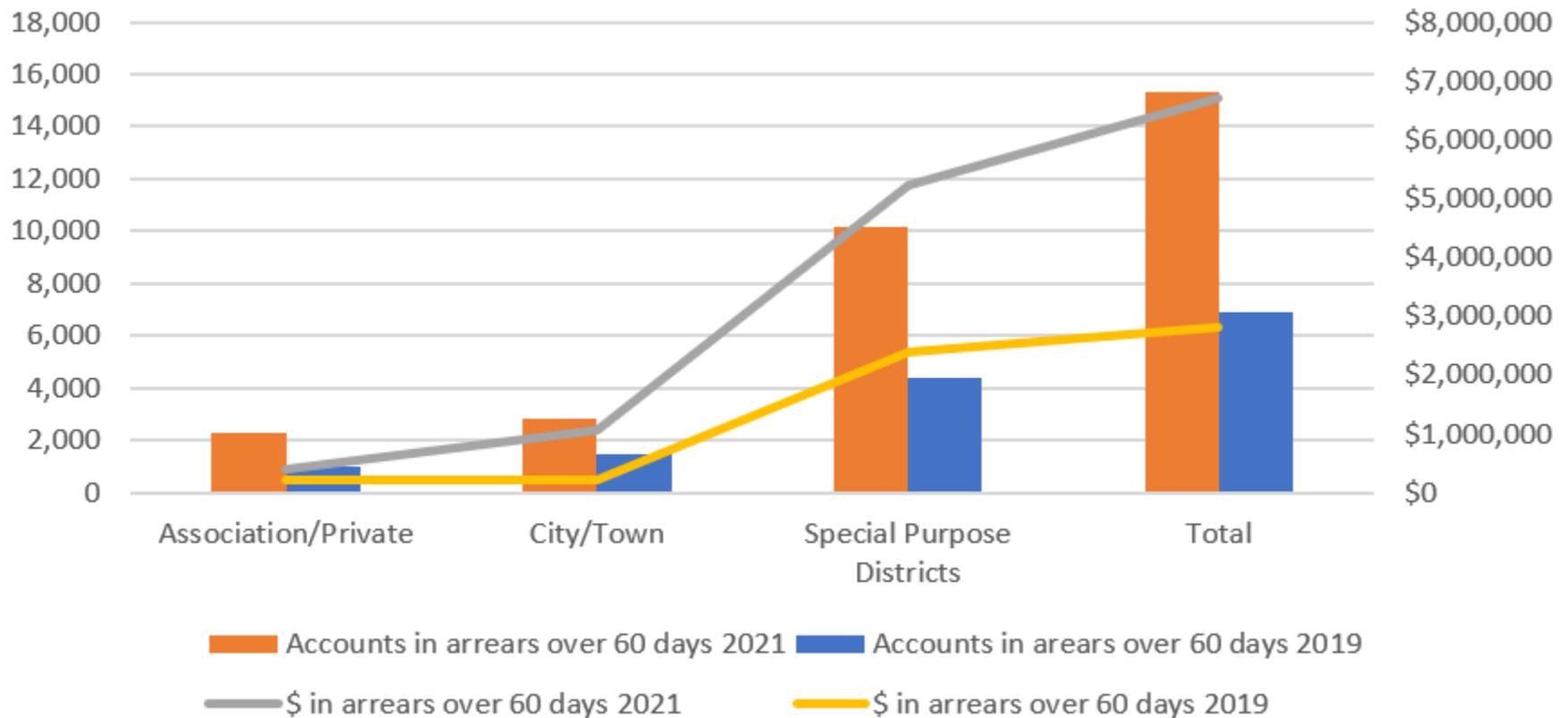
Accounts by Utility size in Arrears more than 60 days



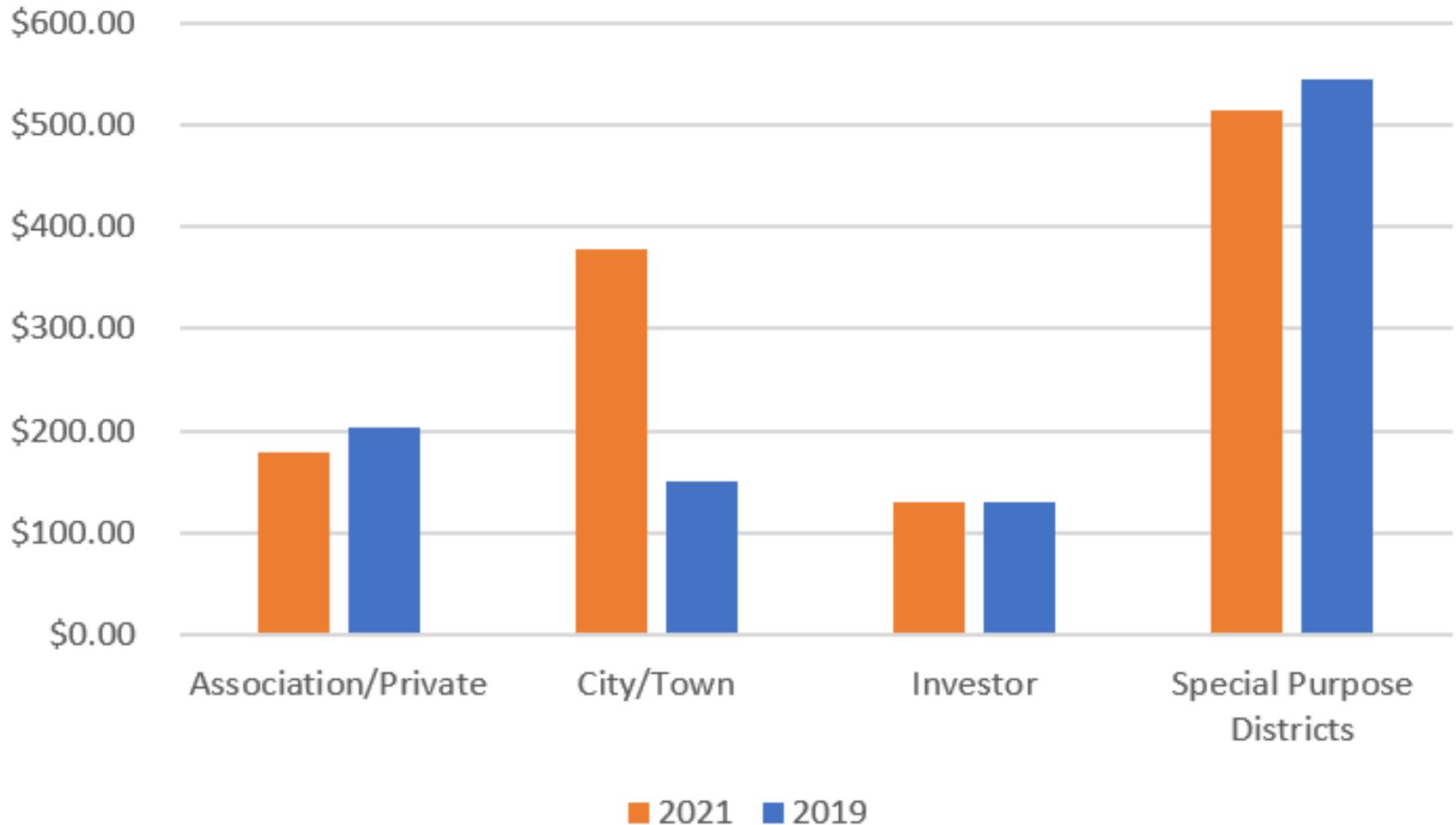
Accounts by Utility size Eligible for Shut Off



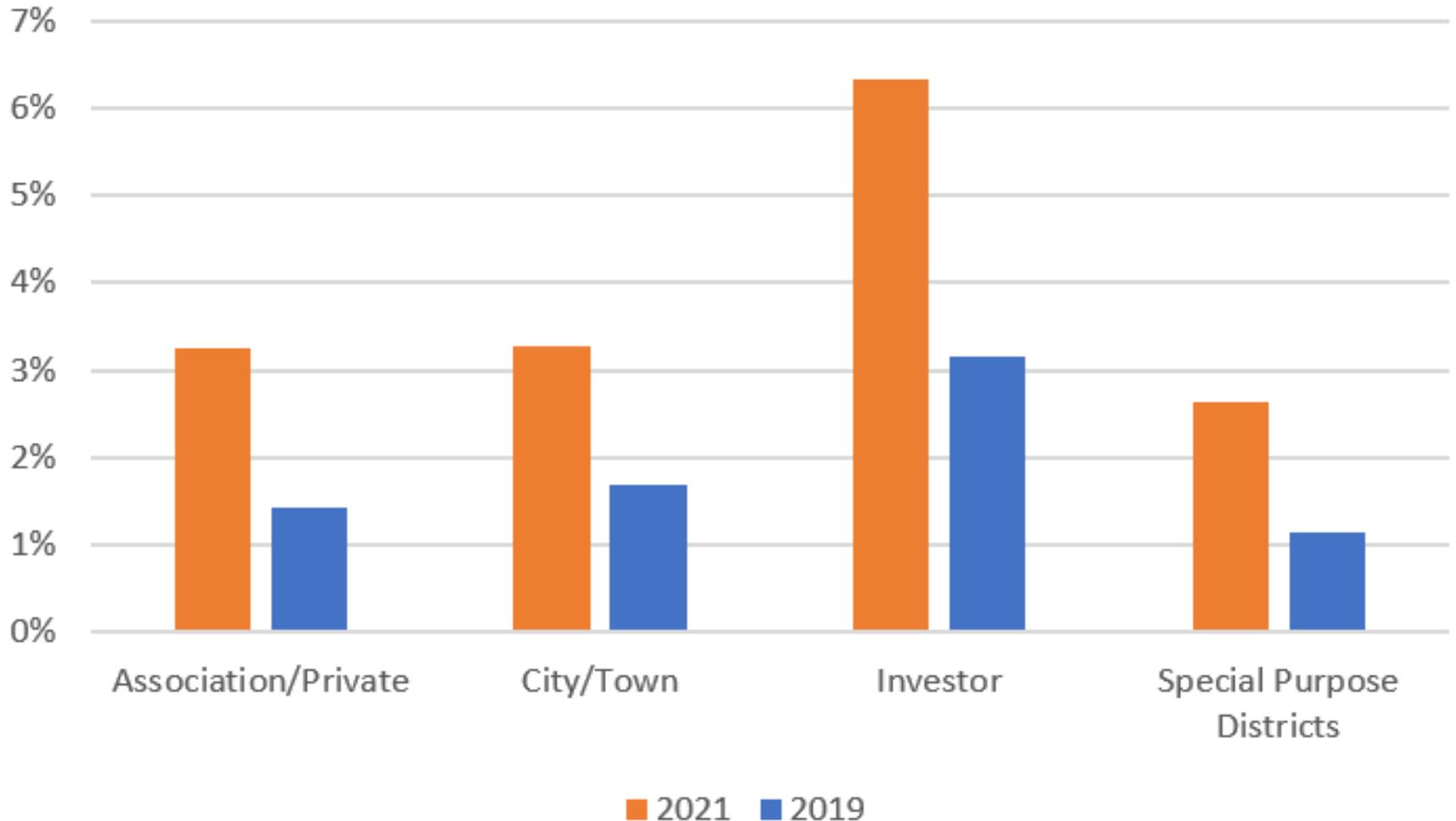
Impacts on Residential Drinking Water Accounts Before and After COVID-19



Average Residential Account Arrears Before and After COVID-19



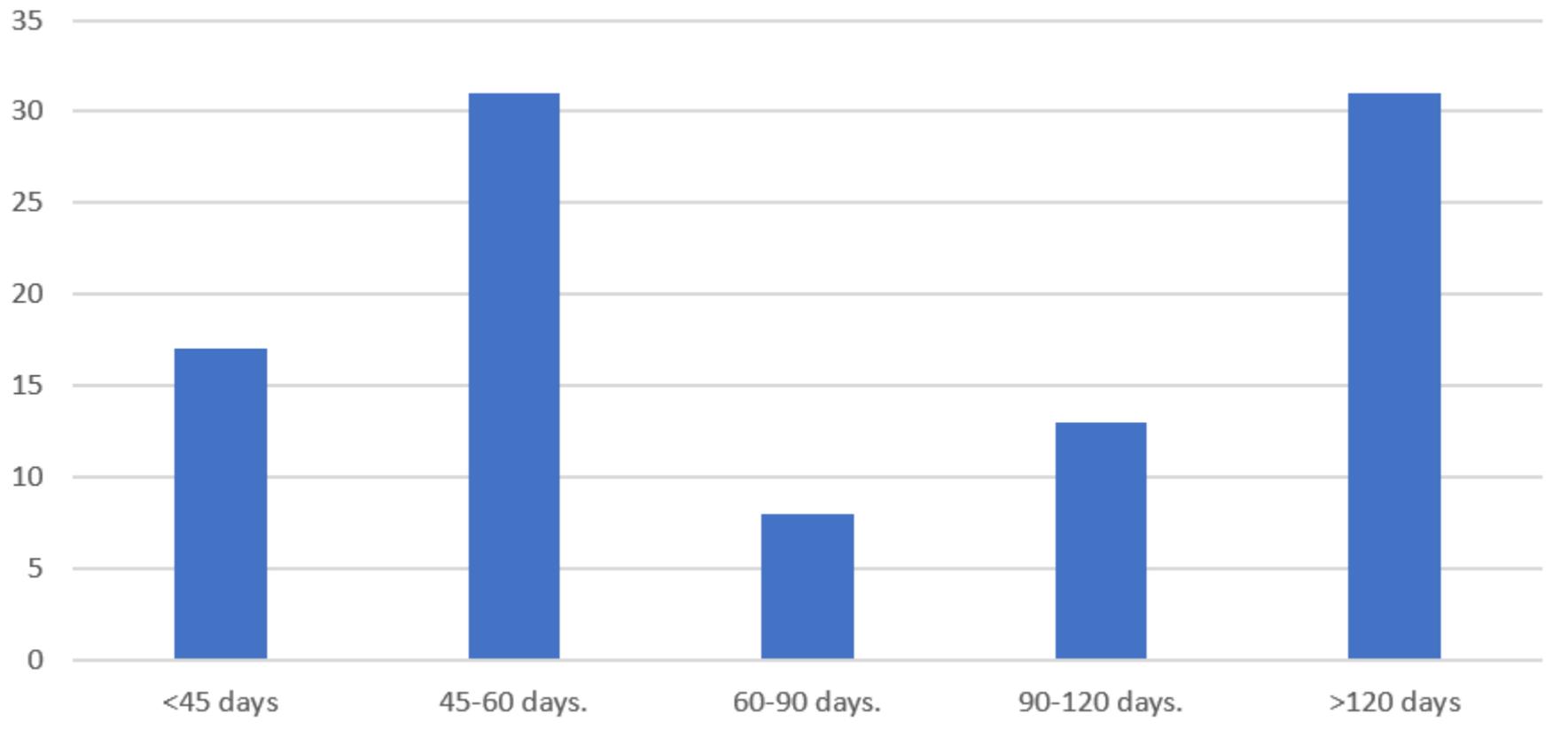
Percentage of Accounts in arrears in 2021 and 2019 by Ownership Type



Available Customer Assistance

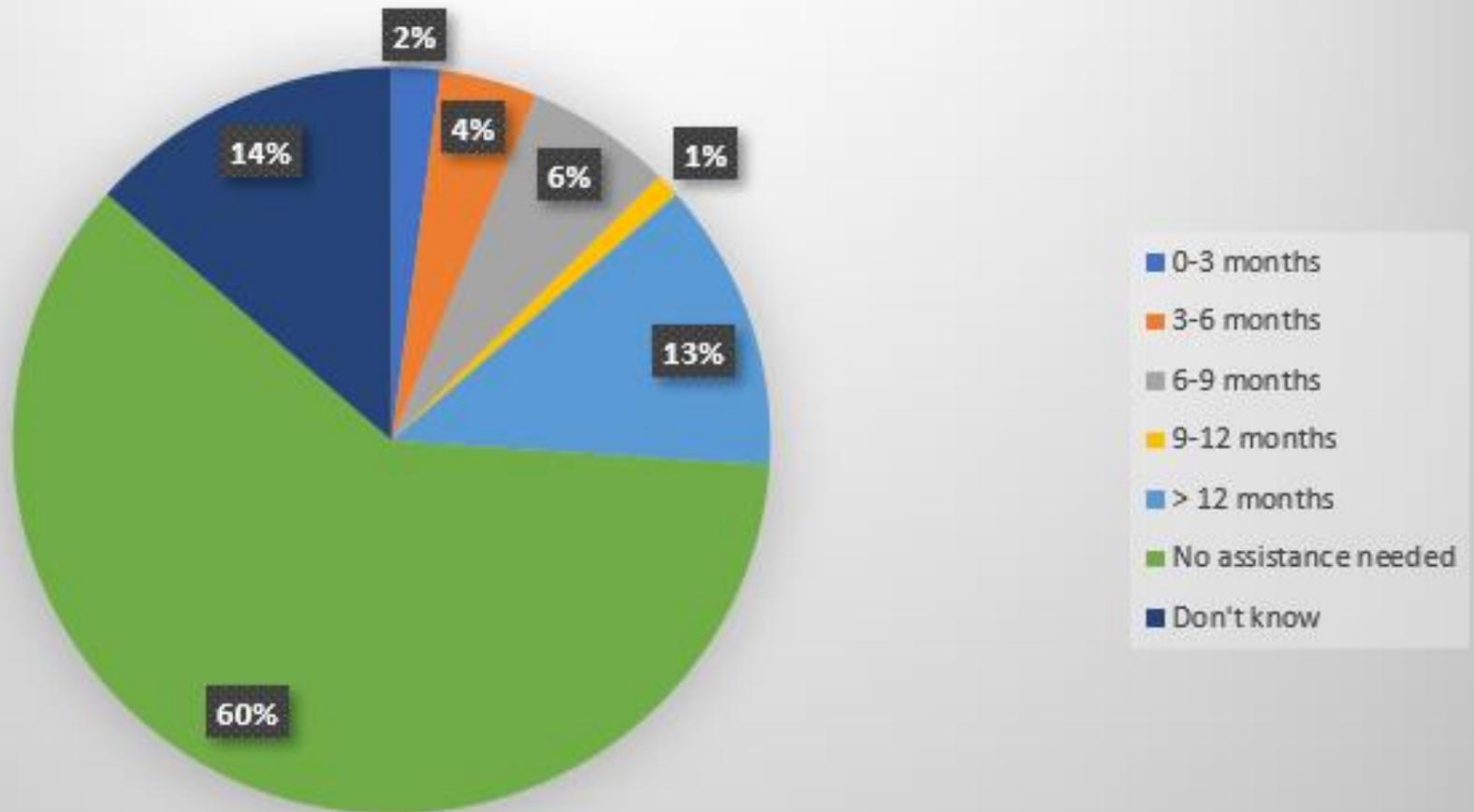
- Forty-nine utilities assisted 2022 accounts
 - Direct assistance (donations, CARES funding, etc)
 - Payment plans
 - Received payments from third party organization
- Ten utilities responded that they could not provide the requested data about assistance due to their billing system
- Forty-nine utilities responded that they don't track customer who receive assistance from a third-party organization

Timeframe for Resuming Disconnection Process



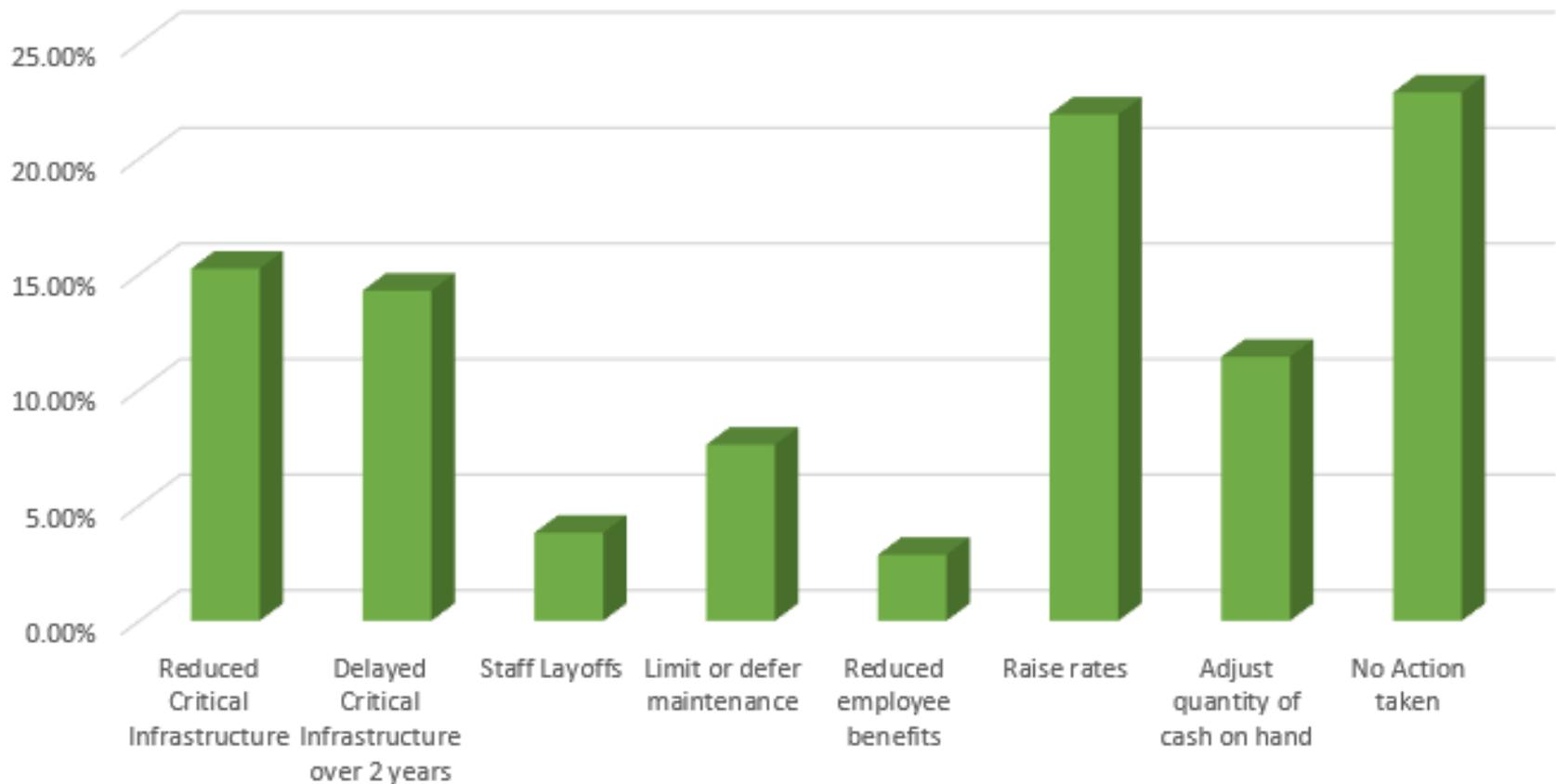
Revenue Shortfalls—Utility Impacts

Number of Months before financial assistance is needed to offset revenue shortfalls



Utility Actions to Offset Revenue Shortfalls

Percentage of Utilities



Summary

- The number of accounts in arrears has more than doubled since 2019
- The majority of Utilities plan to give customers more than 45 days to enter a payment plan before resuming shut-offs
- Approximately half of the responding utilities have taken one or more action to offset revenue shortfalls

Questions?

